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ABSTRACT

This document presents the results of Glendale Community College's (California) 2002 Spring Student Survey, which collects demographic data along with student views of the college. The 2002 survey focused on issues related to planning and evaluation as a result of Glendale's commitment to revisiting the Educational Master Plan. Student responses for the past six surveys (1997-2002) are shown in three sections: (1) demographic information; (2) student response to technology items; and (3) student evaluations of college experiences. Key findings for 2002 include: (1) 60% of credit students are female; (2) nearly 70% are non-native speakers of English; (3) 87% of credit students report having Internet access at home or work; (4) 79% of students are satisfied with their educational experience; and (5) 49% rate campus life, including clubs and student government, as excellent or good. Students were also asked why they chose to attend Glendale. The most frequent responses to this question were the college's proximity to their home (46%) and the advice of family and friends (40%). Appended is a discussion of the research method. (RC)

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## Glendale Community College

# Student Views 2002

## Results of the 2002 Spring Student Survey

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# Summary

**Introduction**

This report presents the results of Glendale Community College's 2002 Spring Student Survey. Every Spring semester, Research & Planning conducts a survey of credit students to collect demographic data and student views of the college.

The 2002 survey focused on issues related to planning and evaluation. During 2002, the college is revisiting its Educational Master Plan. One component of this effort is the identification of institutional strengths, weaknesses, and priorities. Many questions on the 2001 and 2002 surveys related to students' satisfaction with different aspects of their education at GCC (see pages 11 to 13).

Results are shown in three sections. Section 1 (pages 1 to 8) shows student responses to demographic items. Credit student demographics have remained relatively stable over the past five years. Approximately 60% of credit students are female (page 2) and nearly 70% are non-native speakers of English (page 3).

Section 2 (pages 9 to 10) shows student responses to technology items. Computer and Internet access have continued to increase. About 87% of credit students report having Internet access at home or work (page 9).

Section 3 (pages 11 to 13) shows student evaluations of college experiences. About 79% of students are satisfied with their educational experience at GCC (page 13), but only 49% rate campus life, including clubs and student government, as excellent or good (page 13). Students were also asked why they chose to attend GCC (page 13). By far the most frequent responses to this question were the college's proximity to their home (46% of students) and the advice of family and friends (40% of students).

**Reading the Tables**

The tables shown in the following pages follow the same format. Student responses are shown for the past six surveys (1997 through 2002). The percentages shown are percentages of students responding to the question; missing or multiple responses are not included in these percentages. In each table, the number of missing responses ("No Response") and the number of total student surveys is shown.

For a discussion of methodological and sampling issues, please see the appendix starting on page 14.

# Contents

## 1. Demographic Items


| Page | Topic | Item |
|---|---|---|
| 1 | Entry Year | What was your first year and term at GCC? |
| 1 | Age | How old are you? |
| 2 | Sex | What is your sex? |
| 2 | Schedule | When are most of your classes scheduled? |
| 2 | Units | How many units are you enrolled in this term? |
| 3 | Born in US | Were you born in the United States? |
| 3 | US Citizen | Are you a United States citizen? |
| 3 | English | Was English the first language you learned as a child? |
| 4 | Ethnicity | Which best describes your ethnic/national background? |
| 5 | Work | How many hours of work are you paid for each week? |
| 5 | Financial Aid | If you are receiving any financial aid this term, mark all that apply. |
| 5 | SEP | Have you worked with a counselor to develop an SEP? |
| 6 | Goal | What is your educational goal? |
| 6 | Enrollment | Are you taking any classes elsewhere this semester? If yes, where? |
| 7 | Education | What was your father's education level when you started at GCC? |
| 7 | Education | What was your mother's education level when you started at GCC? |
| 8 | ZIP Code | What is your residential ZIP code? |
| 8 | ZIP Code | What is your work ZIP code? |


## 2. Technology Items


| Page | Topic | Item |
|---|---|---|
| 9 | Computer | Do you have a computer at home? |
| 9 | Internet | Do you have Internet access at home? |
| 9 | Internet | Do you have Internet access at work? |
| 10 | Cancellations | Have you used the GCC web site to check class cancellations? |
| 10 | Books | Did you buy books online from GCC this semester? |


## 3. Satisfaction Items


| Page | Topic | Item |
|---|---|---|
| 11 | Scheduling | Did you have any problems getting any classes this semester? |
| 11 | Scheduling | Is the Schedule of Classes available in time for you to get your classes? |
| 12 | Scheduling | Which semester length do you prefer? |
| 12 | Progress | Are you moving as quickly as possible toward your educational goal? |
| 13 | Marketing | Which of the following influenced your decision to enroll at GCC? |
| 13 | Satisfaction | How would you rate the following aspects of your education at GCC? |

**What was your first year and term at GCC?**

| | Survey | | | | | |
|---|---|---|---|---|---|---|
| YEAR | Spring 1997 | Spring 1998 | Spring 1999 | Spring 2000 | Spring 2001 | Spring 2002 |
| This year | 17% | 16% | 17% | 12% | 14% | 15% |
| One year ago | 26% | 27% | 26% | 35% | 31% | 35% |
| Two years ago | 19% | 20% | 19% | 26% | 21% | 21% |
| Three years ago | 14% | 12% | 13% | 13% | 13% | 12% |
| Four years ago | 7% | 7% | 8% | 6% | 7% | 6% |
| Five or more years ago | 17% | 17% | 17% | 8% | 14% | 11% |
| No Response | 24 | 31 | 108 | 213 | 71 | 99 |
| Total Surveys Returned | 2,458 | 2,538 | 2,897 | 2,750 | 2,278 | 2,886 |

| | Survey | | | | | |
|---|---|---|---|---|---|---|
| TERM | Spring 1997 | Spring 1998 | Spring 1999 | Spring 2000 | Spring 2001 | Spring 2002 |
| Spring | 37% | 35% | 38% | 33% | 35% | 34% |
| Summer | 10% | 10% | 9% | 11% | 10% | 12% |
| Fall | 53% | 56% | 53% | 56% | 56% | 54% |
| No Response | 286 | 291 | 369 | 631 | 539 | 607 |
| Total Surveys Returned | 2,458 | 2,538 | 2,897 | 2,750 | 2,278 | 2,886 |

**Comments**
- About 50% of all credit students entered GCC within the past two years.
- About 11% of credit students started at GCC five or more years ago.
- Over half of credit students entered the college during a Fall semester.

**How old are you?**

| | Survey | | | | | |
|---|---|---|---|---|---|---|
| AGE | Spring 1997 | Spring 1998 | Spring 1999 | Spring 2000 | Spring 2001 | Spring 2002 |
| Under 18 | 1% | 1% | 4% | 4% | 2% | 1% |
| 18 to 21 | 39% | 39% | 37% | 36% | 39% | 43% |
| 22 to 25 | 19% | 19% | 18% | 18% | 16% | 17% |
| 26 to 30 | 14% | 13% | 13% | 12% | 12% | 11% |
| 31 to 40 | 18% | 18% | 16% | 17% | 19% | 16% |
| 41 to 50 | 7% | 9% | 9% | 10% | 9% | 9% |
| Over 50 | 2% | 2% | 3% | 4% | 4% | 4% |
| No Response | 65 | 78 | 108 | 56 | 45 | 21 |
| Total Surveys Returned | 2,458 | 2,538 | 2,897 | 2,750 | 2,278 | 2,886 |

**Comments**
- Student age has remained fairly stable over the past five years, except for a recent increase in students 18-21.
- About 60% of credit students are 25 years old or younger.

**What is your sex?**

| | Survey | | | | | |
|---|---|---|---|---|---|---|
| SEX | Spring 1997 | Spring 1998 | Spring 1999 | Spring 2000 | Spring 2001 | Spring 2002 |
| Female | 61% | 62% | 62% | 60% | 61% | 57% |
| Male | 39% | 38% | 38% | 40% | 39% | 43% |
| No Response | 71 | 111 | 192 | 367 | 618 | 638 |
| Total Surveys Returned | 2,458 | 2,538 | 2,897 | 2,750 | 2,278 | 2,886 |

**Comments**
- The percentage of female credit students has remained steady around 60%.

**When are most of your classes scheduled?**

| | Survey | | | | | |
|---|---|---|---|---|---|---|
| CLASSES | Spring 1997 | Spring 1998 | Spring 1999 | Spring 2000 | Spring 2001 | Spring 2002 |
| Day (before 4:30 pm) | 36% | 38% | 38% | 46% | 46% | 50% |
| Evening (4:30 pm or after) | 35% | 33% | 34% | 29% | 35% | 32% |
| Both | 29% | 29% | 28% | 25% | 20% | 18% |
| No Response | 16 | 21 | 69 | 264 | 53 | 32 |
| Total Surveys Returned | 2,458 | 2,538 | 2,897 | 2,750 | 2,278 | 2,886 |

**Comments**
- The percentage of students taking day classes only has increased from 1999 to 2001-2002.
- The percentage taking both day and evening classes has dropped from 29% to 18% in the past five years.

**How many units are you enrolled in this term?**

| | Survey | | | | | |
|---|---|---|---|---|---|---|
| UNITS | Spring 1997 | Spring 1998 | Spring 1999 | Spring 2000 | Spring 2001 | Spring 2002 |
| 0.5 to 3.9 | 10% | 9% | 11% | 9% | 12% | 9% |
| 4.0 to 6.9 | 18% | 17% | 18% | 17% | 16% | 18% |
| 7.0 to 11.9 | 25% | 25% | 25% | 25% | 26% | 27% |
| 12.0 to 14.9 | 28% | 33% | 30% | 35% | 35% | 36% |
| 15.0 or more | 19% | 16% | 17% | 14% | 12% | 10% |
| No Response | 127 | 35 | 51 | 168 | 70 | 28 |
| Total Surveys Returned | 2,458 | 2,538 | 2,897 | 2,750 | 2,278 | 2,886 |

**Comments**
- Because it is a classroom survey, this survey oversamples full-time students. The percentage of full-time students at GCC in the Spring is approximately 30%.

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**Were you born in the United States?**

| | Survey | | | | | |
|---|---|---|---|---|---|---|
| BORN IN US | Spring 1997 | Spring 1998 | Spring 1999 | Spring 2000 | Spring 2001 | Spring 2002 |
| Yes | 40% | 37% | 38% | 38% | 39% | 36% |
| No | 60% | 63% | 62% | 62% | 61% | 64% |
| No Response | 10 | 15 | 55 | 73 | 79 | 46 |
| Total Surveys Returned | 2,458 | 2,538 | 2,897 | 2,750 | 2,278 | 2,886 |

**Comments**
- The percentage of U.S.-born credit students has been fairly steady at about 40%.

**Are you a United States citizen?**

| | Survey | | | | | |
|---|---|---|---|---|---|---|
| US CITIZEN | Spring 1997 | Spring 1998 | Spring 1999 | Spring 2000 | Spring 2001 | Spring 2002 |
| Yes | 61% | 58% | 61% | 62% | 63% | 55% |
| No | 39% | 42% | 39% | 38% | 38% | 45% |
| No Response | 14 | 23 | 22 | 66 | 90 | 76 |
| Total Surveys Returned | 2,458 | 2,538 | 2,897 | 2,750 | 2,278 | 2,886 |

**Comments**
- The percentage of U.S. citizens has decreased somewhat in the past year.

**Was English the first language you learned as a child?**

| | Survey | | | | | |
|---|---|---|---|---|---|---|
| ENGLISH FIRST LANGUAGE | Spring 1997 | Spring 1998 | Spring 1999 | Spring 2000 | Spring 2001 | Spring 2002 |
| Yes | 36% | 31% | 33% | 31% | 32% | 33% |
| No | 64% | 69% | 67% | 69% | 68% | 67% |
| No Response | 53 | 53 | 51 | 123 | 96 | 76 |
| Total Surveys Returned | 2,458 | 2,538 | 2,897 | 2,750 | 2,278 | 2,886 |

**Comments**
- The percentage of non-native speakers of English has remained steady at nearly 70%.

**Which best describes your ethnic/national background?**

| ETHNICITY | Survey Spring 1997 | Spring 1998 | Spring 1999 | Spring 2000 | Spring 2001 | Spring 2002 |
|---|---|---|---|---|---|---|
| **American Indian** | **0%** | **1%** | **0%** | **1%** | **0%** | **0%** |
| **Asian/Pacific Islander** | **14%** | **15%** | **14%** | **14%** | **13%** | **15%** |
| Cambodian | 0% | 0% | 0% | 0% | 0% | 0% |
| Chinese | 3% | 3% | 3% | 3% | 3% | 3% |
| Japanese | 3% | 4% | 3% | 4% | 2% | 3% |
| Korean | 4% | 5% | 4% | 4% | 4% | 5% |
| Laotian | 0% | 0% | 0% | 0% | 0% | 0% |
| Vietnamese | 1% | 1% | 1% | 1% | 1% | 1% |
| Other Asian | 2% | 2% | 2% | 2% | 2% | 2% |
| Pacific Islander | 0% | 0% | 0% | 0% | 0% | 0% |
| **Black** | **2%** | **2%** | **2%** | **3%** | **2%** | **2%** |
| Black/African-American | 2% | 2% | 2% | 3% | 2% | 2% |
| Caribbean/Black | 0% | 0% | 0% | 0% | 0% | 0% |
| **Caucasian** | **52%** | **51%** | **51%** | **51%** | **56%** | **57%** |
| Armenian | 29% | 32% | 31% | 32% | 33% | 38% |
| European ("Anglo") | 20% | 16% | 17% | 16% | 20% | 16% |
| Middle Eastern | 3% | 3% | 3% | 3% | 3% | 3% |
| **Filipino** | **5%** | **6%** | **5%** | **6%** | **5%** | **5%** |
| **Latino/Hispanic** | **22%** | **20%** | **23%** | **22%** | **22%** | **19%** |
| Brazilian | 1% | 0% | 1% | 0% | 0% | 0% |
| Caribbean/Latino | 0% | 0% | 0% | 1% | 1% | 1% |
| Central American | 5% | 5% | 5% | 4% | 4% | 4% |
| Cuban | 1% | 0% | 2% | 1% | 1% | 0% |
| Mexican/Chicano | 10% | 10% | 9% | 10% | 10% | 9% |
| South American | 2% | 2% | 2% | 3% | 3% | 2% |
| Other Hispanic | 3% | 3% | 3% | 4% | 3% | 3% |
| **Multiple Heritages** | **5%** | **5%** | **5%** | **4%** | **2%** | **3%** |
| No Response | 100 | 50 | 73 | 98 | 101 | 76 |
| Total Surveys Returned | 2,458 | 2,538 | 2,897 | 2,750 | 2,278 | 2,886 |

**Comments**

- Numbers in bold face are subtotals for major ethnic groups.
- The percentage of Caucasian students of European descent decreased to 16% in 2001.
- Four groups make up most of GCC's credit student population: Armenians (38%), Caucasian/ Europeans (16%), Latinos (19%), and Asians (15%).

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**How many hours of work are you paid for each week?**

| | Survey | | | | | |
|---|---|---|---|---|---|---|
| WORK HOURS | Spring 1997 | Spring 1998 | Spring 1999 | Spring 2000 | Spring 2001 | Spring 2001 |
| Zero | 34% | 41% | 39% | 35% | 28% | 33% |
| 1 to 9 | 4% | 3% | 3% | 5% | 6% | 7% |
| 10 to 19 | 11% | 10% | 10% | 12% | 13% | 14% |
| 20 to 29 | 15% | 15% | 15% | 15% | 17% | 17% |
| 30 to 39 | 11% | 9% | 10% | 13% | 13% | 10% |
| 40 or more | 25% | 23% | 25% | 20% | 23% | 19% |
| Total Surveys Returned | 2,458 | 2,538 | 2,897 | 2,750 | 2,278 | 2,886 |

**Comments**
- The percentage of non-working students has dropped in the past five years from 41% to 33%.

**If you are receiving any financial aid this term, please mark all that apply:**

| | Survey | | | | | |
|---|---|---|---|---|---|---|
| FINANCIAL AID (% "YES") | Spring 1997 | Spring 1998 | Spring 1999 | Spring 2000 | Spring 2001 | Spring 2002 |
| BOG Waiver | -- | -- | 36% | 35% | 37% | 43% |
| SEOG | -- | -- | 2% | 4% | 3% | 4% |
| Scholarship | -- | -- | 2% | 2% | 3% | 4% |
| Cal Grant | -- | -- | 4% | 3% | 7% | 8% |
| Pell Grant | -- | -- | 12% | 12% | 13% | 15% |
| Work Study | -- | -- | 2% | 4% | 5% | 6% |
| Loan | -- | -- | 1% | 2% | 2% | 2% |
| Other | -- | -- | 3% | 9% | 4% | 4% |

**Comments**
- Columns do not sum to 100% because students marked all types of financial aid they received.
- Percentages of students self-reporting specific types of financial aid have remained steady over the past four years, with an increase in BOG waivers in 2002.

**Have you worked with a counselor to develop a Student Educational Plan?**

| | Survey | | | | | |
|---|---|---|---|---|---|---|
| SEP | Spring 1997 | Spring 1998 | Spring 1999 | Spring 2000 | Spring 2001 | Spring 2002 |
| Yes | -- | 54% | 58% | 54% | 61% | 59% |
| No | -- | 47% | 42% | 46% | 39% | 41% |
| No Response | -- | 38 | 157 | 116 | 98 | 78 |
| Total Surveys Returned | -- | 2,538 | 2,897 | 2,750 | 2,278 | 2,886 |

**Comments**
- The percentage of students reporting they have developed an SEP has remained fairly stable at about 60%.

**What is your educational goal?**

| EDUCATIONAL GOAL | Survey Spring 1997 | Spring 1998 | Spring 1999 | Spring 2000 | Spring 2001 | Spring 2002 |
|---|---|---|---|---|---|---|
| Transfer with AA | -- | 40% | 41% | 44% | 43% | 44% |
| Transfer without AA | -- | 26% | 23% | 22% | 22% | 25% |
| Vocational AA/AS | -- | 6% | 12% | 4% | 4% | 4% |
| General education AA/AS | -- | 5% | 5% | 8% | 9% | 9% |
| Vocational certificate | -- | 9% | 8% | 7% | 7% | 7% |
| Improve job skills | -- | 2% | 4% | 3% | 3% | 2% |
| Gain skills for new job | -- | 4% | 4% | 4% | 3% | 3% |
| Personal interest | -- | 5% | 6% | 6% | 7% | 5% |
| Improve English or Math | -- | 3% | 3% | 3% | 3% | 2% |
| No Response | -- | 65 | 127 | 161 | 227 | 230 |
| Total Surveys Returned | -- | 2,538 | 2,897 | 2,750 | 2,278 | 2,886 |

**Comments**
- The percentage of students with each educational goal has remained relatively steady.

**Are you taking classes anywhere else this semester? If yes, where?**

| CLASSES ELSEWHERE | Survey Spring 1997 | Spring 1998 | Spring 1999 | Spring 2000 | Spring 2001 | Spring 2002 |
|---|---|---|---|---|---|---|
| Yes | -- | -- | 5% | 4% | 6% | 6% |
| No | -- | -- | 95% | 96% | 94% | 94% |
| No Response | -- | -- | 117 | 295 | 101 | 137 |
| Total Surveys Returned | -- | -- | 2,897 | 2,750 | 2,278 | 2,886 |

**Comments**
- The percentage of students reporting they have are taking classes elsewhere is about 6%.

| OTHER SCHOOL | Survey Spring 1997 | Spring 1998 | Spring 1999 | Spring 2000 | Spring 2001 | Spring 2002 |
|---|---|---|---|---|---|---|
| High school | -- | -- | 1% | 1% | 1% | 1% |
| Four-year university | -- | -- | 2% | 1% | 1% | 1% |
| Another community college | -- | -- | 1% | 1% | 2% | 2% |
| Other | -- | -- | 1% | 1% | 2% | 1% |

**Comments**
- Columns may not sum to the percentages in the previous table due to rounding error.
- In previous surveys, the most frequent "other" community college listed has been Pasadena City College.

**What was your father's education level when you started at GCC?**

| | Survey | | | | | |
|---|---|---|---|---|---|---|
| FATHER'S EDUCATION | Spring 1997 | Spring 1998 | Spring 1999 | Spring 2000 | Spring 2001 | Spring 2002 |
| No high school diploma | -- | -- | -- | 20% | -- | 20% |
| High school diploma | -- | -- | -- | 24% | -- | 24% |
| Some college | -- | -- | -- | 15% | -- | 14% |
| 2-year degree (AA) | -- | -- | -- | 5% | -- | 5% |
| BA or higher | -- | -- | -- | 24% | -- | 26% |
| I don't know | -- | -- | -- | 12% | -- | 11% |
| No Response | -- | -- | -- | 99 | -- | 68 |
| Total Surveys Returned | -- | -- | -- | 2,651 | -- | 2,886 |

**What was your mother's education level when you started at GCC?**

| | Survey | | | | | |
|---|---|---|---|---|---|---|
| MOTHER'S EDUCATION | Spring 1997 | Spring 1998 | Spring 1999 | Spring 2000 | Spring 2001 | Spring 2002 |
| No high school diploma | -- | -- | -- | 22% | -- | 20% |
| High school diploma | -- | -- | -- | 27% | -- | 28% |
| Some college | -- | -- | -- | 15% | -- | 17% |
| 2-year degree (AA) | -- | -- | -- | 7% | -- | 8% |
| BA or higher | -- | -- | -- | 20% | -- | 20% |
| I don't know | -- | -- | -- | 9% | -- | 8% |
| No Response | -- | -- | -- | 95 | -- | 70 |
| Total Surveys Returned | -- | -- | -- | 2,655 | -- | 2,886 |

**Summary of First-Generation Status**

| | Survey | | | | | |
|---|---|---|---|---|---|---|
| STUDENT STATUS | Spring 1997 | Spring 1998 | Spring 1999 | Spring 2000 | Spring 2001 | Spring 2002 |
| First-Generation College Student | -- | -- | -- | 42% | -- | 40% |
| One or Both Parents Attended College | -- | -- | -- | 58% | -- | 60% |

**Comments**

- Because of its nature as a classroom survey, the survey oversamples full-time students, and the percentage of first-generation students may be underestimated here.
- The percentage of first generation students is approximately 40%.

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**What is your residential ZIP code?**

| | Survey | | | | | |
|---|---|---|---|---|---|---|
| RESIDENCE | Spring 1997 | Spring 1998 | Spring 1999 | Spring 2000 | Spring 2001 | Spring 2002 |
| Glendale | | 52% | 48% | 46% | -- | 53% |
| Eagle Rock | | 7% | 7% | 8% | -- | 2% |
| Los Angeles | | 12% | 12% | 15% | -- | 18% |
| Burbank | | 9% | 9% | 8% | -- | 11% |
| Montrose/La Cañada/Tujunga | | 8% | 8% | 7% | -- | 6% |
| Pasadena/Altadena/S. Pasadena | | 2% | 2% | 3% | -- | 2% |
| Other | | 10% | 12% | 14% | -- | 9% |
| No Response | | 56 | 47 | 122 | -- | 225 |
| Total Surveys Returned | | 2,538 | 2,897 | 2,651 | -- | 2,886 |

**What is your work ZIP code?**

| | Survey | | | | | |
|---|---|---|---|---|---|---|
| RESIDENCE | Spring 1997 | Spring 1998 | Spring 1999 | Spring 2000 | Spring 2001 | Spring 2002 |
| Glendale | -- | -- | -- | 35% | -- | 46% |
| Eagle Rock | -- | -- | -- | 4% | -- | 1% |
| Los Angeles | -- | -- | -- | 20% | -- | 23% |
| Burbank | -- | -- | -- | 8% | -- | 10% |
| Montrose/La Cañada/Tujunga | -- | -- | -- | 4% | -- | 3% |
| Pasadena/Altadena/S. Pasadena | -- | -- | -- | 6% | -- | 5% |
| Other | -- | -- | -- | 22% | -- | 12% |
| No Response | -- | -- | -- | 1,293 | -- | 1,697 |
| Total Surveys Returned | -- | -- | -- | 2,651 | -- | 2,886 |

**Residence and Work Summary, 2002 Survey**

| | WORK | |
|---|---|---|
| RESIDENCE | In Glendale | Outside Glendale |
| In Glendale | 34% | 16% |
| Outside Glendale | 10% | 39% |

**Comments**

- The college draws a small number of students (about 10% of credit students) who live outside Glendale but work in Glendale.

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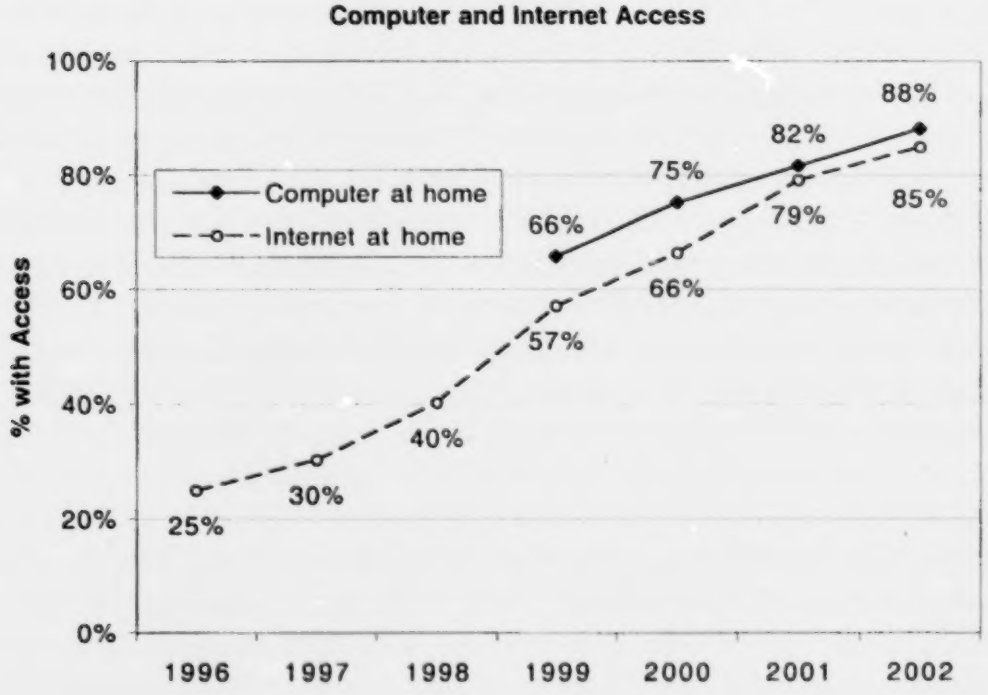
**Computer and Internet Summary**

| | Survey | | | | | |
|---|---|---|---|---|---|---|
| STUDENTS WITH ACCESS | Spring 1997 | Spring 1998 | Spring 1999 | Spring 2000 | Spring 2001 | Spring 2002 |
| Students with computer at home | -- | 66% | 75% | 82% | 88% | 89% |
| Internet access at home | 30% | 40% | 57% | 66% | 79% | 85% |
| Internet access at work | -- | 24% | 31% | 34% | 40% | 45% |
| Internet access at home or work | 30% | 49% | 60% | 71% | 81% | 87% |

**Comments**

- The college has tracked student computer and Internet access since 1996.
- Internet access has increased dramatically in the past six years.
- Survey results are more representative of full-time student characteristics (see the Appendix on page 14), so these results probably overestimate computer and Internet access by a small amount.
- The gap between computer access at home and Internet access at home has become almost non-existent (nearly all students with home computers have Internet access).



**Have you used the GCC web site to check class cancellations?**

| | Survey | | | | | |
|---|---|---|---|---|---|---|
| CHECK CANCELLATIONS | Spring 1997 | Spring 1998 | Spring 1999 | Spring 2000 | Spring 2001 | Spring 2002 |
| Yes | -- | -- | -- | 21% | 18% | 43% |
| No | -- | -- | -- | 79% | 82% | 58% |
| No Response | -- | -- | -- | 69 | 84 | 74 |
| Total Surveys Returned | -- | -- | -- | 2,750 | 2,278 | 2,886 |

**Comments**
- Daily class cancellations are posted on the GCC web site.
- Over 40% of students have checked class cancellations on the web, but they report doing so infrequently (most checked once a semester or once a month, not weekly or daily).

**Did you buy any books online from GCC this semester?**

| | Survey | | | | | |
|---|---|---|---|---|---|---|
| ONLINE BOOKS | Spring 1997 | Spring 1998 | Spring 1999 | Spring 2000 | Spring 2001 | Spring 2002 |
| Yes | -- | -- | -- | -- | 8% | 13% |
| No | -- | -- | -- | -- | 92% | 87% |
| No Response | -- | -- | -- | -- | 76 | 42 |
| Total Surveys Returned | -- | -- | -- | -- | 2,278 | 2,886 |

**Comments**
- Just over 13% of students reported buying books from GCC online in Spring 2001.

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**Did you have any problems getting any classes this semester?**

| | Survey | | | | | |
|---|---|---|---|---|---|---|
| PROBLEMS | Spring 1997 | Spring 1998 | Spring 1999 | Spring 2000 | Spring 2001 | Spring 2002 |
| Yes | 23% | 23% | 22% | 15% | 23% | 29% |
| No | 77% | 77% | 79% | 85% | 77% | 71% |
| No Response | 24 | 24 | 84 | 134 | 64 | 29 |
| Total Surveys Returned | 2,458 | 2,538 | 2,897 | 2,750 | 2,278 | 2,886 |

**Comments**

- Students who fail to return after one semester at GCC commonly report they had trouble getting classes, because classes were full or not scheduled when they could take them. However, a majority of students enrolled during the spring did not have problems getting any of their classes.

**If "yes," please indicate which problems you had getting classes.**

| | Survey | | | | | |
|---|---|---|---|---|---|---|
| PROBLEMS | Spring 1997 | Spring 1998 | Spring 1999 | Spring 2000 | Spring 2001 | Spring 2002 |
| A class was full | -- | 77% | 67% | 74% | -- | 75% |
| A class was not offered when I wanted to take it | -- | 83% | 46% | 21% | -- | 33% |
| A class I wanted was not offered this semester | -- | 19% | 10% | 5% | -- | 18% |
| Other reason | -- | 10% | 7% | 5% | -- | 12% |

**Comments**

- Students report full classes to be the most common problem in getting classes

**Is the Schedule of Classes available each semester in time for you to schedule and get your classes?**

| | Survey | | | | | |
|---|---|---|---|---|---|---|
| SCHEDULE AVAILABLE | Spring 1997 | Spring 1998 | Spring 1999 | Spring 2000 | Spring 2001 | Spring 2002 |
| Yes | -- | 82% | 83% | 83% | -- | 81% |
| No | -- | 18% | 18% | 17% | -- | 19% |
| No Response | -- | 125 | 196 | 170 | -- | 65 |
| Total Surveys Returned | -- | 2,538 | 2,897 | 2,750 | -- | 2,886 |

**Comments**

- Over 80% of students report the Schedule is available in time to plan classes.

**Which semester length do you prefer?**

| | Survey | | | | | |
|---|---|---|---|---|---|---|
| SEMESTER PREFERENCE | Spring 1997 | Spring 1998 | Spring 1999 | Spring 2000 | Spring 2001 | Spring 2002 |
| 15 weeks | -- | -- | -- | -- | -- | 63% |
| 18 weeks | -- | -- | -- | -- | -- | 21% |
| longer than 18 weeks | -- | -- | -- | -- | -- | 3% |
| shorter than 15 weeks | -- | -- | -- | -- | -- | 14% |
| No Response | -- | -- | -- | -- | -- | 265 |
| Total Surveys Returned | -- | -- | -- | -- | -- | 2,886 |

**Comments**
- Confirming an earlier survey, students prefer a 15-week semester to an 18-week semester.
- 14% of respondents said they would prefer a semester shorter than 15 weeks.

**Are you moving as quickly as possible toward your educational goal?**

| | Survey | | | | | |
|---|---|---|---|---|---|---|
| MOVING TOWARD GOAL | Spring 1997 | Spring 1998 | Spring 1999 | Spring 2000 | Spring 2001 | Spring 2002 |
| Yes | -- | -- | -- | -- | 73% | 76% |
| No | -- | -- | -- | -- | 27% | 24% |
| No Response | -- | -- | -- | -- | 102 | 96 |
| Total Surveys Returned | -- | -- | -- | -- | 2,278 | 2,886 |

**Comments**
- A majority of students indicated they were moving as quickly as possible toward their goal. However, 24% said they were not.
- This item also asked why they were not moving quickly toward their goal. The most common response was having a part-time or full-time job and not taking classes full-time.

**Which of the following influenced your decision to enroll at Glendale College?**

| | Survey | | | | | |
|---|---|---|---|---|---|---|
| REASON (% "YES") | Spring 1997 | Spring 1998 | Spring 1999 | Spring 2000 | Spring 2001 | Spring 2002 |
| Information received in mail | -- | -- | -- | -- | -- | 14% |
| Ad in high school newspaper | -- | -- | -- | -- | -- | 3% |
| Radio ad | -- | -- | -- | -- | -- | 1% |
| Movie theater ad | -- | -- | -- | -- | -- | 1% |
| TV ad on MTV/VH1/CNN/ESPN | -- | -- | -- | -- | -- | 1% |
| Electronic sign | -- | -- | -- | -- | -- | 2% |
| GCC web site | -- | -- | -- | -- | -- | 6% |
| Slide presentation | -- | -- | -- | -- | -- | 1% |
| Visit to high school | -- | -- | -- | -- | 4% | 8% |
| Advice from high school teacher | -- | -- | -- | -- | -- | 5% |
| Advice from high school cnslr | -- | -- | -- | -- | -- | 9% |
| Advice from family/friends | -- | -- | -- | -- | -- | 40% |
| Distance from home | -- | -- | -- | -- | 70% | 46% * |
| Academic quality | -- | -- | -- | -- | 31% | 15% |
| Course offerings | -- | -- | -- | -- | 25% | 18% |
| Academic calendar | -- | -- | -- | -- | -- | 8% |

*The Spring 2002 survey offered more choices, so it is difficult to make reliable comparisons between Spring 2001 and Spring 2002 results. It is likely that "distance from home" did not decline as substantially as it appears; the decline was probably due to the format of the question.

**Comments**
- Columns do not sum to 100% because students marked all that applied.
- The most common reasons cited for coming to GCC were its proximity to the student's home and the advice of family and friends.

**How would you rate the following aspects of your education at GCC?**

| | Survey | | | | | |
|---|---|---|---|---|---|---|
| % "EXCELLENT" OR "GOOD" | Spring 1997 | Spring 1998 | Spring 1999 | Spring 2000 | Spring 2001 | Spring 2002 |
| Preparation for study at GCC | -- | 70% | 71% | 73% | 69% | 71% |
| Faculty concern for students | -- | 65% | 71% | 63% | 60% | 60% |
| Helpfulness of GCC counselors | -- | -- | -- | -- | -- | 57% |
| Education you are getting at GCC | -- | -- | -- | -- | 81% | 79% |
| Student life (clubs, ASGCC) | -- | -- | -- | -- | 35% | 49% |
| Facilities at GCC | -- | -- | -- | -- | -- | 68% |
| GCC's 15-week semester | -- | -- | -- | -- | -- | 73% |
| GCC's web site | -- | -- | -- | -- | -- | 75% |
| GCC's kiosks | -- | -- | -- | -- | -- | 62% |
| Quality of computer labs | -- | -- | -- | -- | 59% | 70% |
| Availability of computers | -- | -- | -- | -- | 53% | 62% |
| Use of computers in classes | -- | -- | -- | -- | 47% | 57% |
| General quality of technology | -- | -- | -- | -- | 59% | 69% |

**Comments**
- The percentages refer to the percentage of respondents marking the item "excellent" or "good."
- Student satisfaction is highest for the overall quality of education.
- Student satisfaction is lowest for student life.
- Several technology-related indicators increased from 2001 to 2002, including use of computers.



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## Appendix: Method

In Spring 2002, 2,886 students responded to the annual spring survey. This is a 27% increase from the previous spring. Surveys were administered to all students in classes in session on Wednesdays at either 11:00 am or 7:00 pm. This sampling practice has been used in all administrations of the survey, with days and times changing each year. Alternative sampling methods, such as random sampling, generally result in a smaller response rate and are less practical to conduct.

Demographically, survey respondents were close to the overall student body enrolled in Spring 2002. However, as is typical with classroom surveys, full-time students were sampled at a higher rate than part-time students because students taking more classes had a greater probability of taking a class meeting at the sample time. The following tables show demographic information comparing survey respondents to all students enrolled in Spring 2002.

| SEX | 2002 Respondents | Spring 2002 Students |
|---|---|---|
| Female | 61% | 60% |
| Male | 39% | 40% |
| Number | 2,278 | 16,621 |

| AGE | 2002 Respondents | Spring 2002 Students |
|---|---|---|
| Under 18 | 1% | 2% |
| 18 to 21 | 43% | 36% |
| 22 to 25 | 17% | 18% |
| 26 to 30 | 11% | 12% |
| 31 to 40 | 16% | 18% |
| 41 to 50 | 9% | 10% |
| Over 50 | 4% | 5% |
| Number | 2,886 | 16,621 |

| ETHNICITY | 2002 Respondents | Spring 2002 Students |
|---|---|---|
| American Indian | 0% | 0% |
| Asian | 15% | 10% |
| Black | 2% | 3% |
| Caucasian | 57% | 55% |
| Hispanic | 19% | 25% |
| Filipino | 5% | 6% |
| Other | 3% | 1% |
| Number | 2,886 | 16,621 |

| FULL-TIME | 2002 Respondents | Spring 2002 Students |
|---|---|---|
| Full-Time | 46% | 28% |
| Part-Time | 54% | 72% |
| Number | 2,886 | 16,621 |

The survey was printed two-sided on legal-sized paper, and it was designed to take less than 20 minutes to complete. The 2002 survey was conducted during the two-week period between May 6 and May 17. Survey forms were distributed to the instructors of all the sampled classes, accompanied by a letter indicating the purpose of the survey. Instructors were asked to pass out the survey forms in class and to collect the forms, returning them to a specified box in the campus mailroom.

Surveys were distributed to 197 classes and forms were returned from 137 classes, for a class response rate of 70%. The total number of surveys returned in 2002 was 2,886. The forms were scanned into a database. Scanning and data analysis were conducted by Research & Planning Unit staff.

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